CHRA-NE(E) Europe Region

CPOL Service Desk (CPOLSD)

aka

CA Service Desk (CASD)

for Employees and Managers

How to submit CPOL/CA Service Desk Tickets

Revised: 24 February 2016

CPOL aka CA Service Desk

- CPOL Service Desk is also known as CA Service Desk.
- Acronyms used:
  - CPOLSD
  - CASD
  - CA Ticket
- "CPOL Service Desk" is located in CPOL > Portal > Employee TAB, Manager TAB, and HR Specialist TAB in the right hand column under Automation section
- Direct Link to CPOLSD/CASD:

  https://servicedeskw.cpol.army.mil/cpolsd
- Used to report problems with eOPF, MyBiz, and other Human Resources programs and applications.
- CAC Enabled (if you do not have a CAC, please see your supervisor for assistance in entering a CA ticket or your HR liaison.)
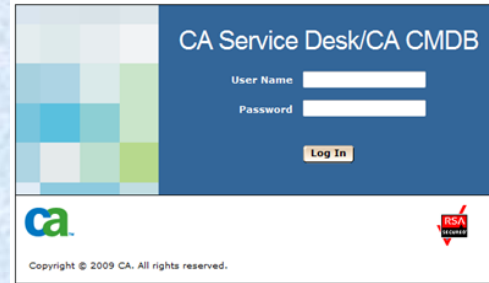
Entering CPOL aka CA Service Desk

1. In Portal, click on "CPOL Service Desk" in the Automation section available on the Employee TAB, Manager TAB, and HR Specialist TAB
2. Click on "CAC Employee Login" link.
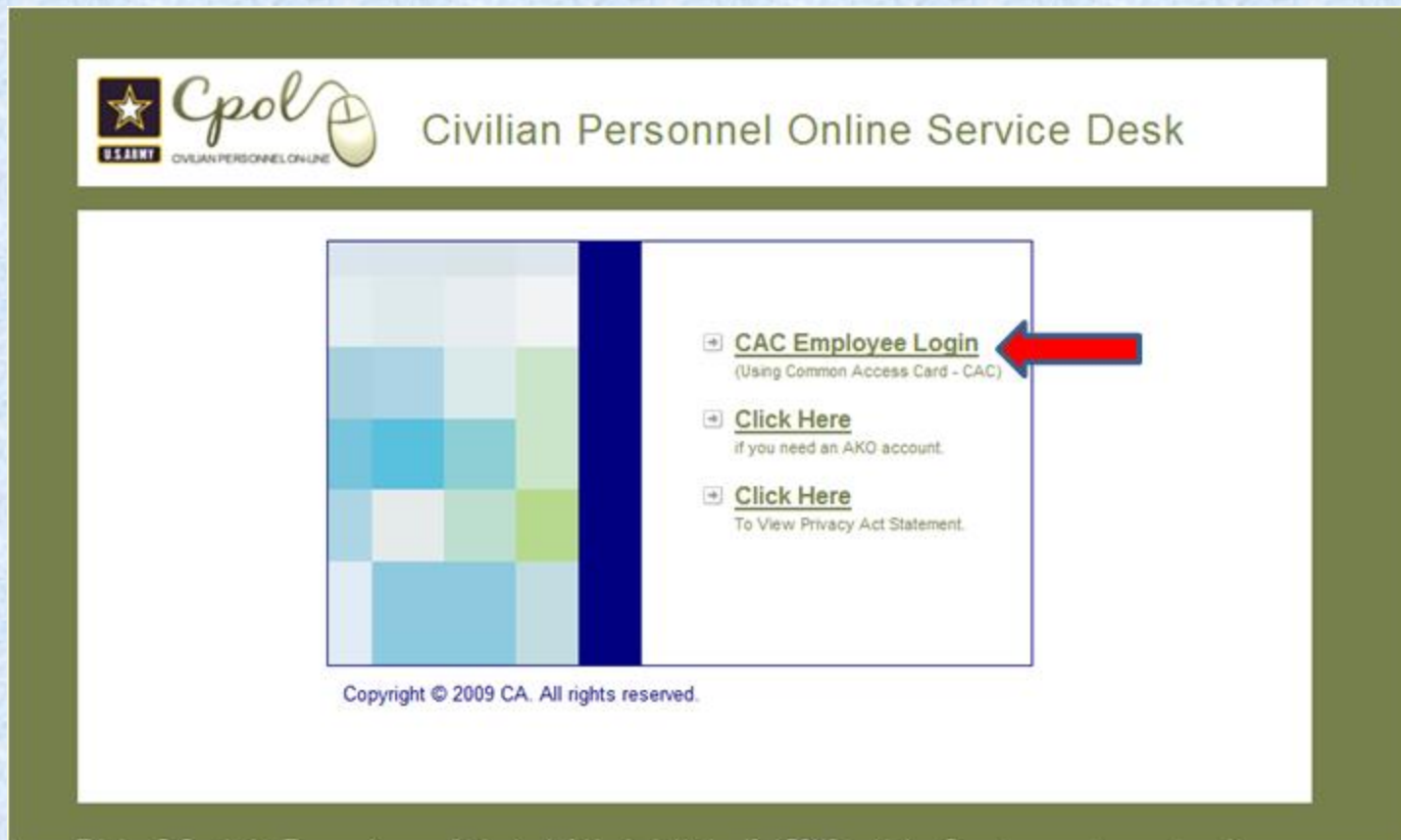
Entering CPOL aka CA Service Desk

3. If you are directed to the "User Name/Password" window instead of the below CAC Certification window, then please contact your servicing CPAC https://wu.acpol.army.mil/eur/automation/contact.htm and request to get your CASD Profile established. Provide your AKO ID.

3a. When the "CAC Certification" window appears you must select your valid "CAC DOD Certificate" and click "OK".

4. A message will appear identifying the validation of your certificate.
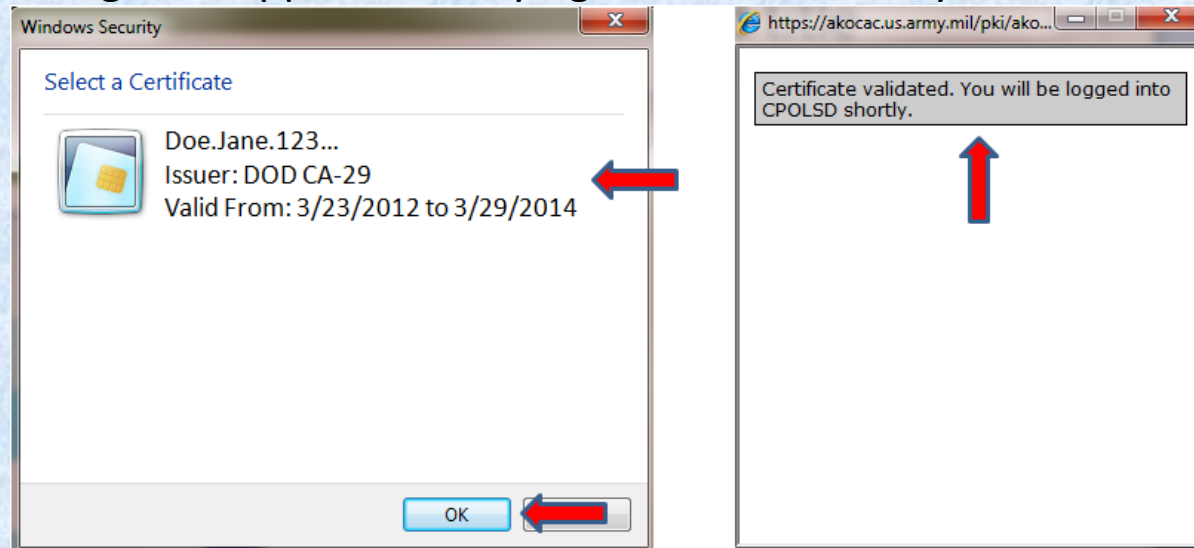
Creating a CPOL aka CA Service Desk Ticket

5. The main CPOLSD / CASD will appear.

6. The upper left hand corner will identify who has logged in.

7. Under the Request Support Area, click on "Create a New Request".

Creating a CPOL aka CA Service Desk Ticket

Each ticket is given a request number. This is visible in the left hand corner.

8. Verify your "Phone Number" is correct. *
9. Verify your "Email Address" is correct (could be your AKO or Enterprise email address). *
10. **DO NOT** change the "Urgency" or "Impact" options. These will be changed by the Helpdesk.
11. Click on the "Request Area (required)" hyperlink and follow the CA Service Desk – Request Area Navigation Guide for Employees and Managers to select the correct "Request Area": https://wu.acpol.army.mil/eur/automation/Request_Area_Navigation_Guide_Emp_Mgr.pdf

   * If your phone number or email address is incorrect, submit a CA ticket to request area "CHRA.EU.ISD.FAB.HR Applications" and request item to be corrected in your CASD profile.

Creating a CPOL aka CA Service Desk Ticket
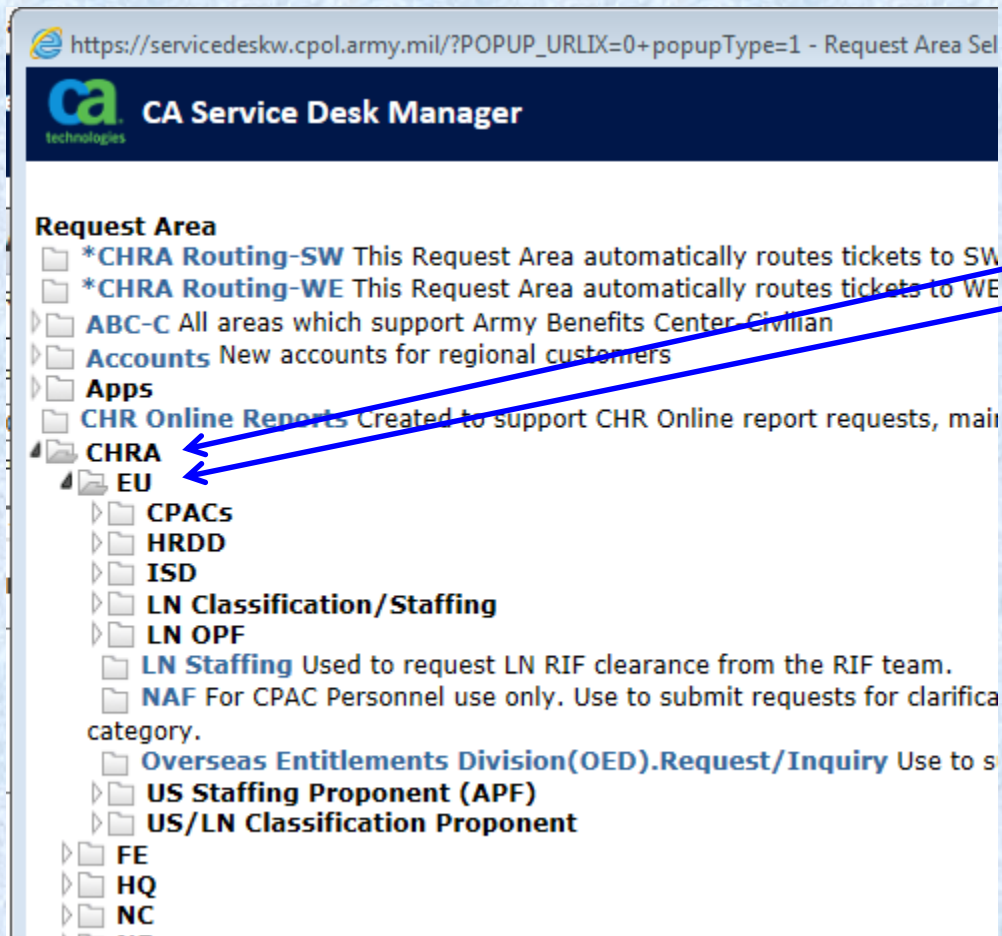
All tickets must be submitted to **CHRA > EU**

As "Request Area" select **ALWAYS**:

CHRA > EU > then choose appropriate Ticket Type

Please do not use any of the other available Request Areas to prevent unnecessary delays processing your request.

On the Navigation screen, click on The ' ▶ ' in front of the folder identified in the navigation path instructions.

Clicking on the ' ▶ ' will expand the folder to show additional sub-folder selections. Continue to open sub-folders if required to target your final selection.

Creating a CPOL aka CA Service Desk Ticket

12. Enter your problem/issue in the "Request Description" block. Please DO NOT enter SSNs or any other PII data in the summary or the description fields when creating tickets! If you need to transmit that data, please attach it in a word document if there is no Template created for that Request Category. Thank You!

13. If screen shots or other documents are needed to support your issue, click on the "Attach Document" button and follow the instructions on the next page.

14. When complete, click on "Save".

Creating a CPOL aka CA Service Desk Ticket Attaching a Document

- After clicking on "Attach Document", click on the "Locate File" button.
- Click on the "Browse" button and locate the needed file.
- Click on the "OK" button.
- Once the document is attached you will see a status screen verifying a successful upload.
- Click on the "Save and Close" button.
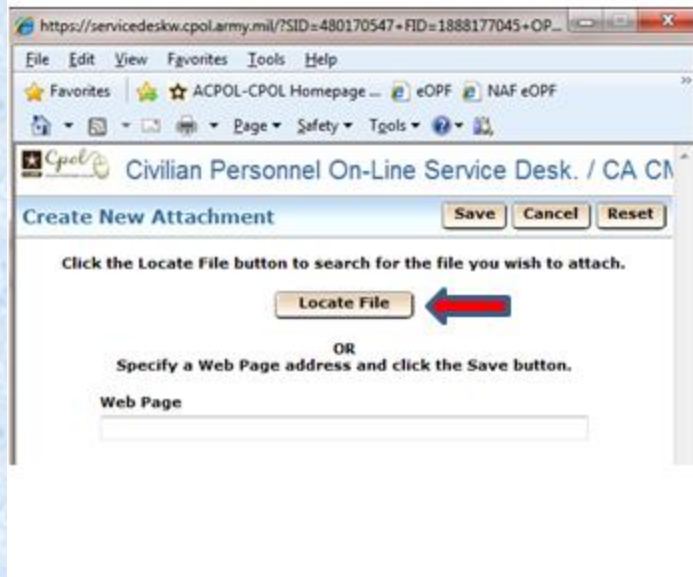
Creating a CPOL aka CA Service Desk Ticket

Once the ticket has saved, you will be returned to the main inbox. You can review open and closed tickets from your inbox:

- Click on "You have ## open requests" to see the status of open tickets.
- Click on "You have ## closed requests" to review resolved tickets.
- If you know the number of the ticket, you can search by entering the number in the "A request number" block and click on "Go".

Request Support

Create a new Request
Create a new Change Order
Service Desk contact information and hours of operation

Look up my existing Requests

You have 11 open requests
You have 289 closed requests
You have 0 open change orders

If you know the number, please enter:

A request number:

[   ] [Go]

OR a change order number:

[   ] [Go]